Energy performance certificate (EPC)

21, Bankside Court Alsager STOKE-ON-TRENT ST7 2DN	Energy rating **D**	Valid until: **2 December 2024** Certificate number: **9225-2896-7399-9904-3031**

Property type	Mid-terrace house
Total floor area	90 square metres

Rules on letting this property

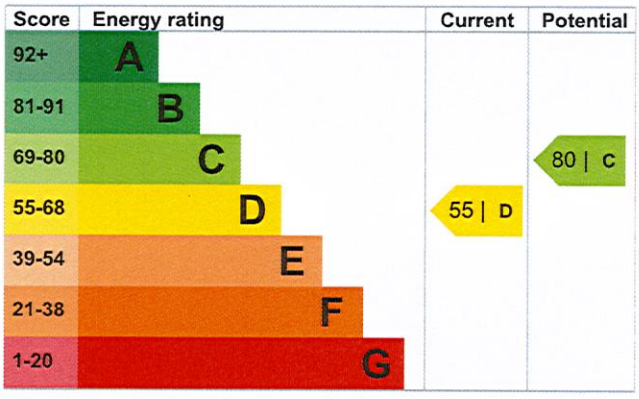
Properties can be rented if they have an energy rating from A to E.

If the property is rated F or G, it cannot be let, unless an exemption has been registered. You can read guidance for landlords on the regulations and exemptions (https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance).

Energy efficiency rating for this property

This property's current energy rating is D. It has the potential to be C.

See how to improve this property's energy performance.



The graph shows this property's current and potential energy efficiency.

Properties are given a rating from A (most efficient) to G (least efficient).

Properties are also given a score. The higher the number the lower your fuel bills are likely to be.

For properties in England and Wales:

the average energy rating is D
the average energy score is 60

Breakdown of property's energy performance

This section shows the energy performance for features of this property. The assessment does not consider the condition of a feature and how well it is working.

Each feature is assessed as one of the following:

- very good (most efficient)
- good
- average
- poor
- very poor (least efficient)

When the description says "assumed", it means that the feature could not be inspected and an assumption has been made based on the property's age and type.

Feature	Description	Rating
Wall	Cavity wall, filled cavity	Good
Roof	Flat, no insulation (assumed)	Very poor
Window	Fully double glazed	Average
Main heating	Boiler and radiators, mains gas	Good
Main heating control	Programmer, TRVs and bypass	Average
Hot water	From main system	Good
Lighting	Low energy lighting in 86% of fixed outlets	Very good
Floor	Suspended, no insulation (assumed)	N/A
Secondary heating	Room heaters, mains gas	N/A

Primary energy use

The primary energy use for this property per year is 283 kilowatt hours per square metre (kWh/m2).

Environmental impact of this property

One of the biggest contributors to climate change is carbon dioxide (CO2). The energy used for heating, lighting and power in our homes produces over a quarter of the UK's CO2 emissions.

An average household produces	6 tonnes of CO2
This property produces	4.9 tonnes of CO2
This property's potential production	2.1 tonnes of CO2

By making the recommended changes, you could reduce this property's CO2 emissions by 2.8 tonnes per year. This will help to protect the environment.

Environmental impact ratings are based on assumptions about average occupancy and energy use. They may not reflect how energy is consumed by the people living at the property.

How to improve this property's energy performance

Making any of the recommended changes will improve this property's energy efficiency.

If you make all of the recommended changes, this will improve the property's energy rating and score from D (55) to C (80).

Recommendation	Typical installation cost	Typical yearly saving
1. Flat roof or sloping ceiling insulation	£850 - £1,500	£307
2. Floor insulation	£800 - £1,200	£60
3. Solar water heating	£4,000 - £6,000	£30
4. Solar photovoltaic panels	£9,000 - £14,000	£248

Paying for energy improvements

Find energy grants and ways to save energy in your home. (https://www.gov.uk/improve-energy-efficiency)

Estimated energy use and potential savings

Estimated yearly energy cost for this property	£1144
Potential saving	£397

The estimated cost shows how much the average household would spend in this property for heating, lighting and hot water. It is not based on how energy is used by the people living at the property.

The estimated saving is based on making all of the recommendations in how to improve this property's energy performance.

For advice on how to reduce your energy bills visit Simple Energy Advice (https://www.simpleenergyadvice.org.uk/).

Heating use in this property

Heating a property usually makes up the majority of energy costs.

Estimated energy used to heat this property

Space heating	13199 kWh per year
Water heating	2191 kWh per year

Potential energy savings by installing insulation

The assessor did not find any opportunities to save energy by installing insulation in this property.

You might be able to receive Renewable Heat Incentive payments (https://www.gov.uk/domestic-renewable-heat-incentive). This will help to reduce carbon emissions by replacing your existing heating system with one that generates renewable heat. The estimated energy required for space and water heating will form the basis of the payments.

Contacting the assessor and accreditation scheme

This EPC was created by a qualified energy assessor.

If you are unhappy about your property's energy assessment or certificate, you can complain to the assessor directly.

If you are still unhappy after contacting the assessor, you should contact the assessor's accreditation scheme.

Accreditation schemes are appointed by the government to ensure that assessors are qualified to carry out EPC assessments.

Assessor contact details

Assessor's name	Matthew Gibson
Telephone	0161 762 1055
Email	mail@energycouncil.co.uk

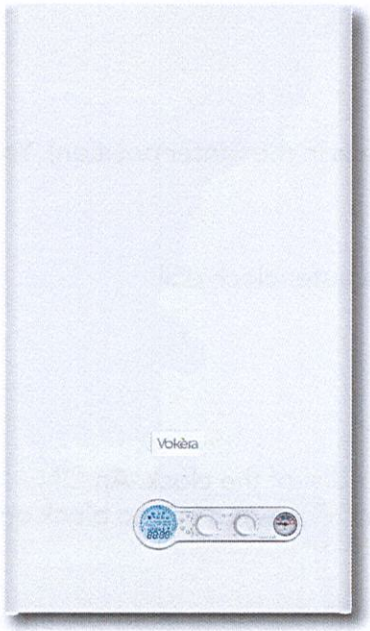
Accreditation scheme contact details

Accreditation scheme	NHER
Assessor ID	NHER003521
Telephone	01455 883 250
Email	enquiries@elmhurstenergy.co.uk

Assessment details

Assessor's declaration	No related party
Date of assessment	6 November 2014
Date of certificate	3 December 2014
Type of assessment	RdSAP

Your Vokèra Vision combi boiler



How to use your Vokèra Vision

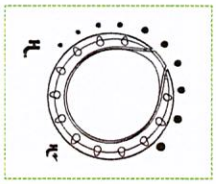
Your boiler is a combi boiler, it therefore provides hot water whenever a hot tap is opened, and central heating when required.

Setting the heating and hot water

1. Check that the boiler is turned on at the electricity supply. If it is not, turn the boiler ON. It will go through a self-test cycle that will last about 2 ½ minutes. Wait for this to end before adjusting the boiler.

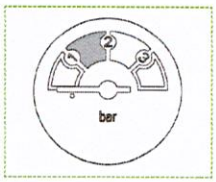
2. Choose with the selector knob:

- Standby - no heating or hot water but boiler will protect itself against frost if cold
- Summer position - no heating, just hot water
- Winter position - heating and hot water

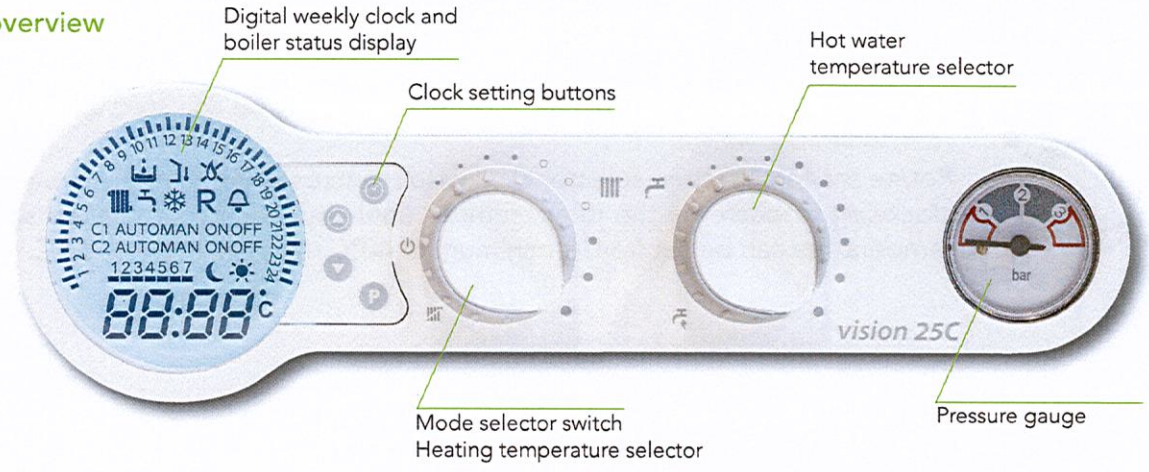


3. The temperature of the domestic hot water can easily be adjusted using the hot water temperature selector.
Rotate the temperature selector clockwise to increase the temperature and counter-clockwise to decrease the temperature - until you reach your desired setting. The temperature can be set from a minimum of 37°C to a maximum of 60°C.

4. Boiler pressure. When the needle is between 1 and 2 on the pressure gauge the boiler pressure is adequate, if the needle falls below 1 the boiler will need to be topped up using the filling loop.



Control overview



Customer Care Team

Our customer care centre in the UK is open Monday – Friday, 8.15am – 5pm and Saturday, 8am – 12pm. You can contact them via telephone on: 0344 391 0999 option 2 or email: service@vokera.co.uk.

If you are experiencing a problem with your appliance, we ask that you follow the simple initial checks below before logging a call with us:

- Check that you have an electricity supply to your appliance and the power switch is on
- If you have a pre-pay gas/electric meter, check that there is sufficient credit left
- If possible check that your mains gas is turned on
- Check that your mains water supply is on
- Check any boiler controls/programmers/thermostats are on and if battery operated the batteries are not flat
- If your problem relates to one water outlet, we advise that you contact your local plumber first to check the pipework

If you have checked all of the above and everything is in order, please have the following information to hand so that we can handle your request efficiently:

- Have you got hot water?
- Have you got central heating?
- Is there any visible damage to the flue outlet?
- Boiler Model Name
- Boiler Serial Number

Display descriptions

Symbol / Icon	Description
	Displayed when heating mode is active
	Displayed when hot water mode is active
	Displayed when frost protection function is active
P	Displayed when hot-water pre-heat function is enabled. Flashes when functioning
	Displayed if an alarm or fault has been detected
	Displayed when low system pressure has been detected
	Displayed when an external sensor is connected to the boiler
	Displayed if an ignition fault has been detected
	Displayed when the burner is ON